Notice of References Cited Application/Control No. 10/783,715 Examiner BELIX M. ORTIZ Applicant(s)/Patent Under Reexamination STAGGS, ROBERT Art Unit Page 1 of 1

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	Α	US-5,842,221	11-1998	Schmonsees, Robert J.	707/104.1
*	В	US-2004/0133474	07-2004	Tami et al.	705/016
*	O	US-6,377,944	04-2002	Busey et al.	707/3
*	D	US-2003/0018629	01-2003	Namba, Isao	707/3
*	Е	US-2003/0200118	10-2003	Lee et al.	705/2
	F	US-			
	G	US-			
	Ι	US-			
	I	US-			
	7	US-			
	K	US-			
	┙	US-			
	М	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	0					
	Р					
	Ø					
	R					
	S					
	Т					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)				
	U	eHelp Corporation's New DynaHelp 1.5 is the Only eBusiness Self-Assistance Software That 'Learns' From Customer Behavior. Text: DynaHelp Analyzes Customer Interactions to Dynamically Improve Web Site Usability, p. 1-3 Oct 23, 2000				
	V					
	w					
	x					

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).) Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.